



# IT MATTERS



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## Trending in IT

For All Epic Users

### Epic Update and Planned Downtime Postponed

The Epic Update and planned downtime scheduled for **Sunday, Aug. 15** are postponed due to the COVID-19 surge. The new Epic Behavioral Health module and Epic department name change from HMSJ to HMB are also postponed.

We'll keep you posted on the new date, as well as other projects or enhancement delays, as soon as the information is available.



For Everyone

## Help a Loved One Request MyChart Proxy Access

*Now Available Electronically*

Helping your patients gain proxy access to their child's or loved one's health record just got easier. The MyChart proxy application is now available to access and submit electronically.

Please remind your patients or family members that getting results on behalf of a minor or a loved one is not possible without submitting this application. When approved, the proxy account will automatically link to the requester's MyChart account.

**Note:** Electronic or paper-copy proxy applications take time to process and won't result in immediate access within MyChart.

For a parent, legal guardian or for power of attorney of a minor, use this [form](#).

For adults needing access on behalf of another adult (non-power of attorney), use this [form](#).

Review this [tip sheet](#) for details, including how to provide a paper copy of this form (for in-person completion).

Join Tech Tuesdays –  
HM's Weekly Microsoft Training  
from 1 - 2 p.m.

At next week's session on Tuesday, Aug. 17,  
take an introductory course on Microsoft  
Forms. Learn to create surveys, quizzes and  
view response data.

Click [here](#) for training details and links.



## Security Matters

For Everyone

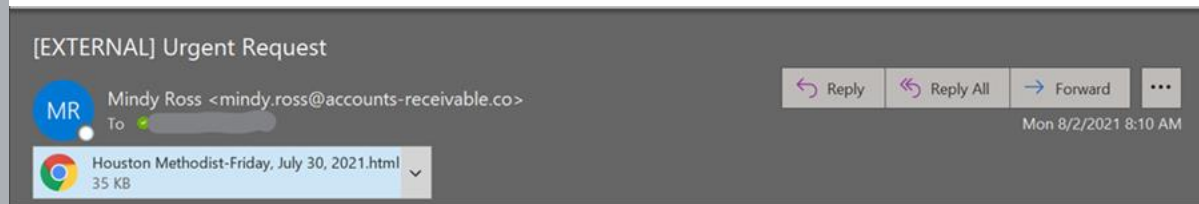
### Important: Report Suspicious Emails

We take cybersecurity very seriously and have taken many preventive measures to help keep our patient and employee data safe. A very important part of our defense strategy is you. We

need your active participation to help keep our data safe. If you get a suspicious email, please report it. If you delete or ignore suspicious emails, IT Security may not be aware of the threat.

In the coming weeks, you'll receive a planned phishing drill (for training purposes). Cyberattackers use real phishing emails to access private information, and it's the primary way they steal data.

To help you identify phishing emails, we are letting you know about this drill in advance. Below is the exact phishing drill you'll receive in your inbox.



**This Message Is From an External Sender**

This message came from outside your organization.

Hi

Are you available? There is something I need you to do. Please see the attached doc. I am going into a meeting now with limited phone calls, so just reply to my email if you have questions.

Regards,  
Mindy Ross

Houston Methodist

Notice these red flags indicating it's a suspicious email:

- Comes from an external sender.
- Has a sense of urgency and/or requires immediate action.
- Asks you to click on something or open an attachment.
- Attempts to look like it's from someone you know.

**Here are the different ways to report a suspicious email:**

- **Desktop/laptop (preferred method):** Click **Report Phish – PhishAlarm** button on the Outlook toolbar.
- **Mobile:** Tap the three dots by the sender's name and tap the **Report Phish** icon.
- **Webmail/Office 365:** Select the email. In the preview pane, click the three dots. Scroll down and click **Report Phish**.
- **Apps Center:** The **Report Phish** button isn't available, so forward the email to [spamspotting@houstonmethodist.org](mailto:spamspotting@houstonmethodist.org)



# News for Nurses

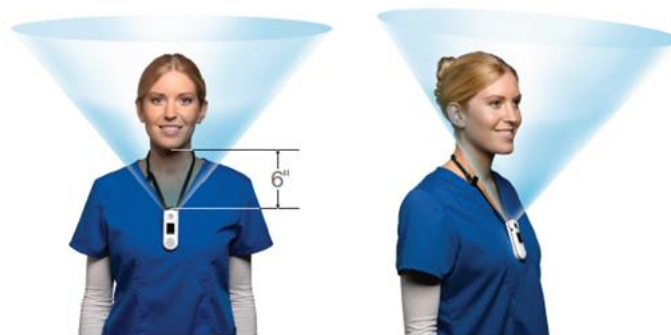
For All Vocera Users

## Vocera Badge Weekly Tips

### *Make Your Badge Work for You*

Here are a few quick tips to make sure your hands-free Vocera badge is working for you.

- 1) **Stay HIPAA-safe because you are on speaker.** Be sure to answer calls with, “Hi, you’re on speaker and I’m in a patient room.”
- 2) **When wearing PPE, wear your badge under the PPE gown.** This may muffle the sound, so remember your speech zone.
- 3) **Stay in the speech zone.** Vocera is designed to work in noisy environments. Keep your chin up. Talking down puts your mouth too close to the microphone. Also, keep the top of your Vocera badge within six inches of your chin.



- 4) **Don't hold your Vocera badge.** If you hold it, you're covering the speaker and microphones. Holding the badge also positions the microphone outside your speech zone.



For more information and tip sheets, visit [it.houstonmethodist.org/vocera](http://it.houstonmethodist.org/vocera).

For HMB Nurses, PCAs, Techs, RTs, Phlebotomists and Lab Staff

## HMB Barcode Specimen Scanning: We Want Your Feedback

Barcode Specimen Scanning launched last month for HMB nurses, PCAs, techs, respiratory therapists, phlebotomists and lab staff, and we need your feedback.

Please take a minute to complete the survey using this [link](#). Your input will be used to help improve the tool and processes going forward. All responses are completely anonymous.

For more information and tip sheets, visit [it.houstonmethodist.org/specimenscanning](http://it.houstonmethodist.org/specimenscanning).

## Launch Alerts

For All Providers and Pharmacists

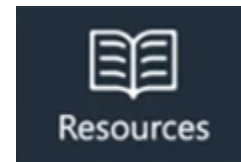
### New IllumiCare Smart Ribbon Resources App

*Effective Thursday, Aug. 19*

On **Thursday, Aug. 19**, we're launching the IllumiCare Smart Ribbon **Resources** app. The **Resources** app provides one-click access to clinical reference guides, relative to the patient you're viewing. It also includes links to the HM Pharmacy Blue Book and the pain pocket card.

For more information:

- [Watch this video](#).
- [Read this tip sheet](#).



For videos and resources for other HM Smart Ribbon apps, go to [this website](#).

For Pharmacists, Pharmacy Techs and Buyers

### HMH Pharmacy Inventory Management Launches

**Monday, Sept. 27**

*Online Training: Aug. 30 - Sept. 10*

Pharmacy Inventory Management launches at HMH on **Monday, Sept. 27** for pharmacists, pharmacy techs and buyers. This new system provides efficiencies for drug inventory procurement and management by increasing inventory visibility, accurately charging for high-cost medications and minimizing drug shortages and obsolete stock.

**Required LMS training – deadline, Friday, Sept. 10**

Required LMS online training will be assigned to pharmacists and pharmacy techs soon. Online training takes place **Aug. 30 - Sept. 10**. Buyers, please register now for instructor-led courses in LMS (**Epic Willow Pharmacy Inventory Training for Buyers – course #1594022**). These will take place **Sept. 13 - 24**.

**Benefits:** The system increases inventory visibility to 95% or higher, helping us ensure all high-demand medications are available at all times. Additionally, it will result in an estimated \$5.8 million per year in inventory savings for the organization.

**How it works:** Pharmacy Inventory Management automatically adds any received medications, and deducts any used medications systemwide via any of the HM automated dispensing mechanism, including dispensing cabinet/Pyxis, IV Workflow/DoseEdge, dispensing carousels and others.

## Epic Updates

For All Inpatient Physicians and APPs

### Patient Expresses Interest in COVID-19 Vaccine

#### *New BPA Fires*

When a patient expresses interest in getting a COVID-19 vaccine, a new BPA will fire in the patient's chart – if they meet these criteria:

1. They haven't started or completed any COVID-19 vaccine series **and**
2. They haven't received any monoclonal antibody therapy in the last 90 days.

Depending on the **Acknowledgment Reason** selected the following will take place:

- **I am not the appropriate provider:** BPA locks out that clinician for the encounter.
- **Patient now refuses:** BPA locks out all clinicians for that encounter.
- **Not a candidate/has medical contraindication:** BPA locks out all clinicians for that encounter.
- **Remind in 72 hours:** BPA locks out that provider for 72 hours for the encounter.

BestPractice Advisory - Eagleinterface, Adttesteighteen

**Important (1)**

⚠ Patient has expressed interest in receiving COVID Pfizer vaccine, please consider placing order for vaccine.

**COVID Vaccine Offered Question**

	Most Recent Value
Response to Vaccine Offer	Offered, educated and patient ACCEPTED/will speak with provider filed at 08/03/2021 1741

Acknowledge Reason

## For All Providers and Clinicians Placing Mechanical Ventilation Orders

### Mechanical Ventilation Order Updated

*Effective Monday, Aug. 16*

**On Monday, Aug. 16**, the **Mechanical Ventilation** order will be updated to reflect the following:

- Inspiratory time (I time) removed from assist-control (AC), as well as synchronized intermittent mandatory ventilation (SIMV) options for invasive ventilation.
- Buttons added for:
  - Average volume-assured pressure support (**AVAPS**)
  - **Spontaneous/Timed**
  - Group selections under **AVPS** and **Spontaneous/Timed**

## For Inpatient Providers, Radiologists and MRI Staff

### Electronic Approval for MRI Unconscious Patients

*Effective Sunday, Aug. 15*

**On Sunday, Aug. 15**, to more efficiently communicate and document approvals, the MRI approval process for unconscious patients will be available electronically. This change helps to more efficiently communicate and document approvals. The approval can be done anywhere physicians have Epic access, and ordering clinicians and radiologists just need to access the MRI order to approve the request.

Review this [tip sheet](#) for more information.

## For Revenue Cycle

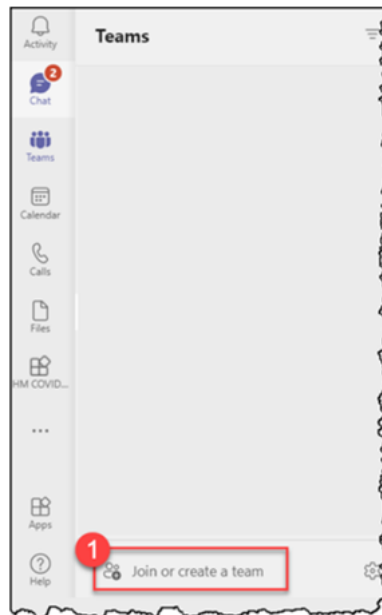
# New Microsoft Teams Group: HM-Epic for Revenue Cycle

## *Effective Now*

There is a new Microsoft Teams group called **HM-Epic for the Revenue Cycle**. This group is open to anyone in the HM Revenue Cycle who wants to post questions, and share answers or new discoveries on Epic updates related to Revenue Cycle.

Here's how to join:

1. Click **Teams** on the left side of your Teams screen and click **Join or create a team**.



2. Type **HM-Epic for the Revenue Cycle** in the search bar at the top of the screen. Click **Join Team**.





## Planned Downtimes or Maintenance

If you experience issues during a planned maintenance, including missing computer icons or shared drives, please be patient and restart your computer. To ensure minimal impact, save your work often, before and during any planned maintenance.

### QSight

**Thursday, Aug. 12, 10 p.m. – midnight**  
**Tuesday, Aug. 17, 10 p.m. – midnight**

Be prepared for intermittent or no access.  
 Follow your department's standard downtime procedures.

### MARS

MARS (FMS/HR/Portal)  
**Saturday, Aug. 14, 9 – 10 a.m.**

MARS (HR only)  
**Saturday, Aug. 14, 3 – 4 p.m.**

To prepare, complete any transactions before the downtime.

### LMS

**Saturday, Aug. 14, 11 p.m. –**  
**Sunday, Aug. 15, 6 a.m.**

LMS won't be available due to maintenance.

### HMSL

**Tuesday, Aug. 17, 10 p.m. –**  
**Wednesday, Aug. 18, 2 a.m.**

## Network Maintenance

Devices using HM wireless networks will experience a network interruption for up to one hour. When the maintenance is complete devices will automatically reconnect.

This will impact all devices using Wi-Fi, including HM laptops, Cisco wireless phones, WOWs and medical equipment connected to wireless and guest access.

**Thursday, Aug. 19, 11:55 p.m. –  
Friday, Aug. 20, 5 a.m.**

## LaborWorkx

LaborWorkx won't be available during these time frames. Be sure to print any required items. For questions, contact HR Hub at 832.667.6211 or [HRHub@HoustonMethodist.org](mailto:HRHub@HoustonMethodist.org). Note: Badge Readers will be available, but not Quick Badge and Mobile app.

**Tuesday, Aug. 24, 10 p.m. – midnight**

## GE PACS

GE PACS will experience a brief downtime for system maintenance, causing intermittent delays in images sent to GE PACS and viewing in Epic.

This downtime is laying the groundwork for future GE PACS upgrades (phase 2) and transitioning all GE PACS users to GE Universal Viewer (UV) (phase 3).

# Reminders

You can see previous issues of *IT Matters* and more at [it.houstonmethodist.org](http://it.houstonmethodist.org).

[For Radiology Front Desk, MRI Staff and Patient Registration Staff](#)

[MyChart Check-In Available for MRI Departments](#)

[For Everyone](#)

[Intelligent Automation Team Providing Robotic Process Automation \(RPA\) Services](#)

[For All HMSL Providers and Clinicians](#)

[Tube Feeding and Free Water Order Changes](#)

[For All Physicians, Residents and APPs](#)

[New Resident E-Prescribe Controlled Medications Guidelines](#)

[For Everyone](#)

[How to Change Your Photo in Outlook](#)

[For All Inpatient Nurses](#)

[COVID-19 Vaccine Documentation Added To Admission Required Documentation](#)

## Ways to Reach IT

### [IT Help Desk Self Service](#)

IT Help Desk: 832.667.5600

Physician Help Desk: 832.667.5555

[helpdesk@houstonmethodist.org](mailto:helpdesk@houstonmethodist.org)

[it.houstonmethodist.org](http://it.houstonmethodist.org)



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